



About the challenge

What is the challenge?

The challenge asks you to take on a hike with your family in any way that suits you. You can set your own distance and day to take on the challenge.

How do join the challenge?

Once you've joined the group, there's 2 simple things you need to do.

1. Register for your free t-shirt's here: <https://www.gosh.org/get-involved/fundraising-events/family-hiking-challenge/sign-up/>
2. Create your Fundraiser – you can do that here: <https://www.justgiving.com/fundraising-page/creation/?campaignShortName=FamilyHikingChallenge>

Can I do a shorter/longer/earlier/later challenge?

Yes! You can take this challenge whenever suits you and your family. Let your supporters know what you are doing, how far you are planning to hike and why you are taking part. Every step you complete will help seriously ill children being treated at Great Ormond Street Hospital. So, do this challenge in whatever way works best for you. Every mile counts!

How do I track my walk?

You can use any trackers like Strava or google maps to plan your walk. You don't need to prove your hike, but you can take photos with your celebration poster and post them to your JustGiving page to share with your supporters.

Can I do the challenge with my friends/as a group?

Yes! We'd recommend setting one JustGiving Fundraiser up between you and editing the information on it to reflect you're doing it as a team. Everyone can then share that link!

Whilst we would love for you to get as many of your friends and family involved as possible, please adhere to any Covid-19 guidelines or laws in place in your local area when you're doing your walking challenge. Stay safe!

Where can I get the welcome pack items?

You can download all the resources for your welcome pack from our website <https://www.gosh.org/get-involved/fundraising-events/Family-hiking-challenge> You will find posters, check lists, sponsorship forms and milestone badges!

Using my JustGiving page

How do I set up a JustGiving page?

Use <https://www.justgiving.com/fundraising-page/creation/?campaignShortName=FamilyHikingChallenge> to set up your page.

Update your page with your photos and why you are taking on the challenge. You can also change your fundraising target. And remember to use it to share updates of how your Hike challenge is going!

How do I edit my fundraiser end date?

You will need to go to click on 'Edit page' and go to 'When should my fundraiser end'. Then set it to after the challenge!

I'm having trouble setting up my page.

Sorry you're having problems setting up your page. You can setup your fundraiser following this link here: <https://www.justgiving.com/fundraising-page/creation/?campaignShortName=FamilyHikingChallenge>

If you continue to have problems, we'd recommend trying on a different device or browser or you can try going via www.justgiving.com .

I've created multiple fundraising pages; can I combine them?

Unfortunately, there isn't a way to merge fundraising pages. What we suggest is to focus on sharing an updating one of the pages and set the end date to the other as tomorrow.

My friend's donation isn't showing up on my Fundraiser?

Most donations appear instantly. But sometimes it takes up to 48 hours if they donated via PayPal or if they have slow broadband. If it still isn't showing in 48 hours, please contact the JustGiving help team <https://help.justgiving.com/hc/en-us>

Is there a paper sponsorship form?

Yes! Please [click on this link](#) and you can download one. Ask your friends and family to pay you the cash or transfer you the money, and then you can either pay it to your page or you can pay it in on our website <https://www.gosh.org/donate/payin> Please email us an image of the form so we can claim any gift aid facebookchallenge@gosh.org .

T-shirts

How do I get free t-shirts?

Visit this link <https://www.gosh.org/get-involved/fundraising-events/family-hiking-challenge/sign-up/> and provide your details. We will then get a t-shirt posted out to you. You can order additional t shirts at the bottom of the form. We pull the orders to send t shirts three times a week on Monday, Wednesday and Thursday. Please allow up to 7 days from ordering for your t-shirt to arrive. You can order additional t shirts via this link <https://endurancecui.active.com/event-reg/select-race?e=81915434>

When will my t-shirt arrive?

T-shirts will be posted in batches from the previous few days on Mondays, Wednesday and Thursdays and will take up to five working days from posting for your t-shirt to arrive so, please bear with us.

Can I please have a t-shirt for my child who is participating with me?

For any t-shirt requests for children, please follow this link: <https://endurancecui.active.com/event-reg/select-race?e=81915434>

Can I have a t-shirt for someone else who is doing the challenge with me?

For any t-shirt requests for additional t-shirts please follow this link:

<https://endurancecui.active.com/event-reg/select-race?e=81915434>

I can't find my t-shirt order confirmation email/I don't have a t-shirt confirmation email.

Sorry that you haven't received your email. Please check your junk folder. If it isn't there, please email us at facebookchallenge@gosh.org and we will confirm your order.

I still haven't got my t-shirt yet, where is it?

Sorry you haven't received your t-shirt yet. If you have waited longer than 7 working days for your t-shirt from time of posting, please email your details to facebookchallenge@gosh.org and we'll check your order.

Can I exchange my t-shirt for a different size?

If you received a different size to the one you ordered, then we will be able to send you a new t-shirt. Please email us on facebookchallenge@gosh.org. Otherwise, unfortunately we are not able to exchange your t-shirt due to costs.

Fundraising

I've got a BFF/TGF/I'm a corporate partner. Can my fundraising go towards my specific fund?

Yes, we can arrange this for you. Please email us at facebookchallenge@gosh.org and we can make sure this sorted for you.

Can I choose what my fundraising goes towards?

If you would like to talk to us about a specific area you would like to fundraise for, please email us at facebookchallenge@gosh.org and we can talk you through your options.

Where does my fundraising go? What does it pay for?

All the amazing fundraising you do will go towards helping seriously ill children from around the UK being treated at Great Ormond Street Hospital. Your fundraising will help to fund pioneering research into life-changing treatments, state-of-the-art technology that helps save young lives, vital patient family support services and wellbeing services for GOSH's superhero staff. Money raised will also go towards the creation of new child-focused surroundings at the hospital to help children feel safe and calm during their appointments and treatments.